

Customer Interaction Center Scorecard

Operating Partner

Location(s)

Contract Price to SFA

EDS

Louisville, KY

Montgomery, AL

Direct Loan Consolidation Center

Annual Call Volume (4/00-3/01)

Annual email Volume (4/00-3/01)

Annual Fax Volume (4/00-3/01)

Annual Written Corr. Volume (4/00-3/01)

Annual Web Volume (4/00-3/01)

Annual "Other" Volume (4/00-3/01)

1,503,751

23,867

10,271

125,413

209,118

0

Increase Customer Satisfaction

Target

Metric

Actual Metric

First Impression of SFA

15-20 sec 82s Avg. Speed of Answer

0% 0 Calls Blocked

Actual 1,503,751 Calls Received

98% 97.6% Calls Answered

<2% 1% (EDS) or 2.4% (CA) Calls Abandoned

Actual Metric & Color % of IVR "zero outs"

Resolution of Inquiry

100% 95% Use of Warm Hand-Offs

85% 99% % Resolved on 1st Contact

100% Some services offered after hours After-hours call-handling system

IVR Menus and CSRs Availability of Spanish Services

Increase Employee Satisfaction

Target

Metric

Actual Metric

Career Satisfaction

15% * Actual Metric & Color Annual CSR Turnover

<3% * Actual Metric & Color Absenteeism rate

1:12-1:15 1:15 Supervisor to CSR Ratio

Dynamic Static Schedules CSR Schedules

In Use * Actual Metric & Color Pay for performance

Reduce Unit Costs

Target

Metric

Actual Metric

Unit Price Per Contact

210 s or less N/A Price Per Call to SFA

80s or less 181s Talk Time

80s or less 48s Wrap-up Time

Automated Services

25% 2.90% % of Contacts Automated in IVR

25% 0.40% % of Contacts Automated on Web

10% 1.30% Email contacts

* The information in the above section is not available to the Consistent Answers Team; however, for a complete picture, the Operating Partner and the SFA office in charge of the contract should complete these metrics.